**CLAREMONT BANK SURGERY PATIENT GROUP MEETING 18.1.17.**

Present; Marilyn, Wendy, Pam, Sheila, Dr Fallon, Becky and Jane.

Apologies; Tony and Elizabeth.

Agenda Items;

Minutes of the last meeting were read through – all agreed accurate, matters arising – none.

1. Financial crisis and pressure on the hospitals – and how this is impacting on the practice. (Wendy).

Sheila mentioned how a relative needed dental treatment over the bank holiday weekend and had to resort to going to A&E as no other provision was available. JR will check our website to see if we have information regarding emergency dental treatment on there. Dental Matters Castle Foregate confirmed that they are available Mon to Fri Tel 341898

Details confirmed as;

Emergency dental services

Urgent Dental Service – By appointment only (Monday - Friday 09.00- 12.30 and 13.15pm - 17.00)

Provides dental treatment to patients who have an urgent dental problem.

* Oswestry - 01691 663684
* Shrewsbury - 01743 341898

Urgent/Emergency Dental Service - Out of Hours

The service provides Out of Hours urgent/emergency dental advice/treatment to residents and visitors to the county.

* Shropshire Out of Hours Urgent/Emergency Dental Service advice via **NHS 111 is available Monday - Friday after 17.00 and Saturday - Sunday and Bank Holidays (24 hours).**
* Urgent/Emergency Dental Service - By appointment only - via **NHS 111 (Saturday - Sunday and Bank Holidays 09.00 - 12.00).**

**Further information available http://www.shropscommunityhealth.nhs.uk/rte.asp?id=10148**

We will ensure this information is available on our website.

As a practice – NHS England have provided the Practice with some Winter Monies – this enables us to buy in more Doctors – on a Monday and Friday afternoon as this is identified as peak demand – the condition from NHS England is that they have to be ‘on the day’ appointments so patients can see a GP on the same day. This will be available until February 28th. Hopefully this will reduce patients attending A&E in the hours that we are open.

2. Mental Health Crisis and I am particularly concerned for the support for young people – wondered if there was anything being put in place to help them. It is an escalating problem. (Wendy).

MJF did state that he is aware of a gap in the provision and that there is an 8 week wait for an appointment.

Becky mentioned that she is communicating with patients with MH problems and has been navigating them to voluntary organisations such as The Samaritans for counselling and support.

We also discussed making this the February theme for the waiting room.

3. Thinking of ways to inform patients and encourage them, to use A&E carefully, in the ongoing crisis? Don’t know what or how but there be something as a group we could suggest and try! (Marilyn).

After discussion we thought we could ask our FY2 Dr to audit the A&E attendances during our opening hours to see what was appropriate.

4. Becky updated the group on her role and gave statistics on how it is proven that the C and CC role is helping to stop admissions in Shropshire.

1. **Activity (in 2015/16)**

* Over 2% of the patient population in Shropshire registered with a GP Practice received an intervention from a C&CC (6,508 cases) however, this figure does not identify repeat referrals
* 42% of all referral cases into the C&CC service were classified as either moderate or complex with 5,477 patients that have on-going C&CC contact and 1,114 home visits undertaken during 2015/16
* Over 2,300 patients on the GP frail register were identified and provided an intervention by a C&CC along with 476 people on the carer’s register (where a Practice has a carer’s register)
* A fifth of all referrals from the C&CC service to a non-statutory organisation were to Age UK
* A third of all referrals from the C&CC service to Health & Social Care organisations were to the First Point of Contact (FPOC) service

Becky explained that the Bereavement Group is running well, patients are meeting every two weeks for six sessions.

Carers group runs every quarter and there has been some good speakers of late, Red Cross, Alzheimers support etc.

The ME Group is meeting at another practice, but due to the nature of the condition and the winter months there are small numbers.

MJF – surgery update;

We are in discussion with NHS England and Shropshire CCG to enable us to move to bigger premises. More information to be released to the group as and when we receive it.

New Apprentice;

Paisley Soanes has commenced employment with us as a Modern Apprentice – working full time towards her NV! Level 2 Business and Admin.

New FY2 – Dr Sian Watkins has joined us as our Foundation Year 2 Dr and she will be here from December until the end of March 2017. Sian has already said she hopes to be a GP.

Medical Student – we have a Year 5 medical student with us from January to April 2017 – her name is Olivia-Rose Kay.

Olivia-Rose is from Keele University.

Wendy shared some student feedback data regarding Keele.

* Rated 7th in the 2016 National Student Survey of UK Medical Schools.
* Rated 4th in the Guardian League Table for Medicine 2017.

Winter Monies – as mentioned before in number 1.

Newsletter – just to mention January’s is on the website and for all to have a look.

PMCF (Prime Ministers Challenge Fund).

Just a reminder that we have a GP working on a Monday night 6-8 and has appointments available for all patients from Shrewsbury, Telford and Stafford. Telephone number to access this service is on our website.

AOB. Nil.

Next Meeting 5.4.17.